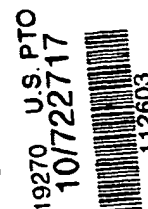




01919 U.S. PTO

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No. 4060



TRANSMITTAL LETTER

TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith for filing by Express Mail ER077628295US is the patent application of COLLERAN et al.

Title: System And Method For Providing Computer Support Tools

1. An application comprising 38 pages of cover sheet, specification, claims and abstract.
2. Ten (10) sheets of formal drawings are attached
3. 2 pages executed Declaration of the Inventors
4. 1 page Recordation Form Cover Sheet
5. 3 pages executed Assignment of the Inventors
7. The following additional documents are enclosed: Credit Card Payment Form, Certificate of Express Mail, Return Postcard.
8. Please publish this application in the name of:
MICROSOFT CORPORATION, REDMOND, WASHINGTON.
9. The fee has been computed as follows:

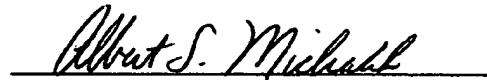
Filing Fee							\$770
Total Claims Filed	21	Minus Number Included	20	Equals Amount Extra	1	\$18	\$18
Indep. Claims Filed	2	Minus Number Included	3	Equals Amount Extra	0	\$86	\$0
TOTAL FEE							\$788

- ☒ Charge the Credit Card identified on the attached Credit Card Payment Form the sum of \$828.00; (\$788.00 as calculated above plus \$40.00 for the Assignment Recordation Fee).
- ☒ If any additional fee is required in connection with this response, please charge Deposit Account No. 50-1618.
- ☒ If any overpayment has been made in connection with this response, please credit Deposit Account No. 50-1618.

Please address all further correspondence to:

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Respectfully submitted,



Albert S. Michalik
Registration No. 37,395

In re Application of COLLERAN et al.
Attorney Docket No. 4060

CERTIFICATE OF MAILING BY "EXPRESS MAIL"

"Express Mail" mailing label number ER077628295US

Date of Deposit: November 26, 2003

I hereby certify that the following documents:

New Utility Application in the name of John D. COLLERAN,
Corneliu I. LUPU, and Kinshuman KINSHUMANN

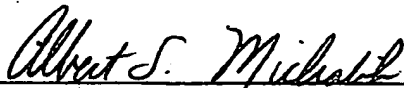
for: "SYSTEM AND METHOD FOR PROVIDING COMPUTER SUPPORT
TOOLS" including:

Certificate of Express Mail (1 pg), Transmittal (2 pgs),
Application: 38 pages total, [1 page cover sheet, 32 pages
Specification, 4 Pages Claims (21 total claims, 2
independent claims), 1 Page Abstract], 10 Sheets Formal
Drawings, Executed Declaration of the Inventor (2 pgs),
Recordation Form Cover Sheet (1 pg), Assignment of the
Inventor (3 pgs), Credit Card Payment Form (1 pg) and Return
Postcard.

are being deposited with the United States Postal Service
"Express Mail Post Office To Addressee" Service under 37
C.F.R. 1.10 on the date indicated above and is addressed to:
Commissioner for Patents, Alexandria, VA 22313-1450.

Albert S. Michalik

(Typed or printed name of person mailing paper or fee)



(Signature of person mailing paper or fee)